

Language for ...

clothes shopping

1 Warmer

a. Work in pairs. Find ten items of clothing.

y	t	r	a	c	k	s	u	i	t
s	h	i	r	t	k	w	g	j	n
f	o	t	r	o	u	s	e	r	s
u	i	c	j	y	l	z	j	s	s
e	b	o	k	s	w	c	b	w	k
z	f	z	b	s	f	o	j	e	i
v	a	o	y	v	r	a	h	a	r
v	j	a	c	k	e	t	l	t	t
k	i	q	s	h	o	e	s	e	h
b	h	g	l	o	v	e	s	r	m

Items	
1. _____	6. _____
2. _____	7. _____
3. _____	8. _____
4. _____	9. _____
5. _____	10. _____

b. Work in small groups. You have two minutes to complete all the gaps below. If you want, you may use words from Task 1a. However, you may not use any word more than once.

- Name 3 more **items** that a person wears when the weather is very cold.

_____ gloves _____

- Name 3 more **items** that a person wears when the weather is very hot.

_____ T-shirt _____

- Name 3 more **items** that a person wears for a **formal event**, like a **wedding**.

_____ suit _____

- Name 3 more **items** that a person wears to do sports.

_____ shorts _____

- Name 3 more **items** that a person wears as accessories (not **clothes**).

_____ watch _____

c. Discuss the items below with your classmate:

- Describe what you are wearing today.
- Choose three **items** that you are wearing today. Describe how you got these **items**.

"I bought this T-shirt in Bangkok. The weather was very hot, and I asked the shop assistant if he had any light T-shirts ..."

"I got this watch from my brother. It was a gift for my birthday three years ago ..."

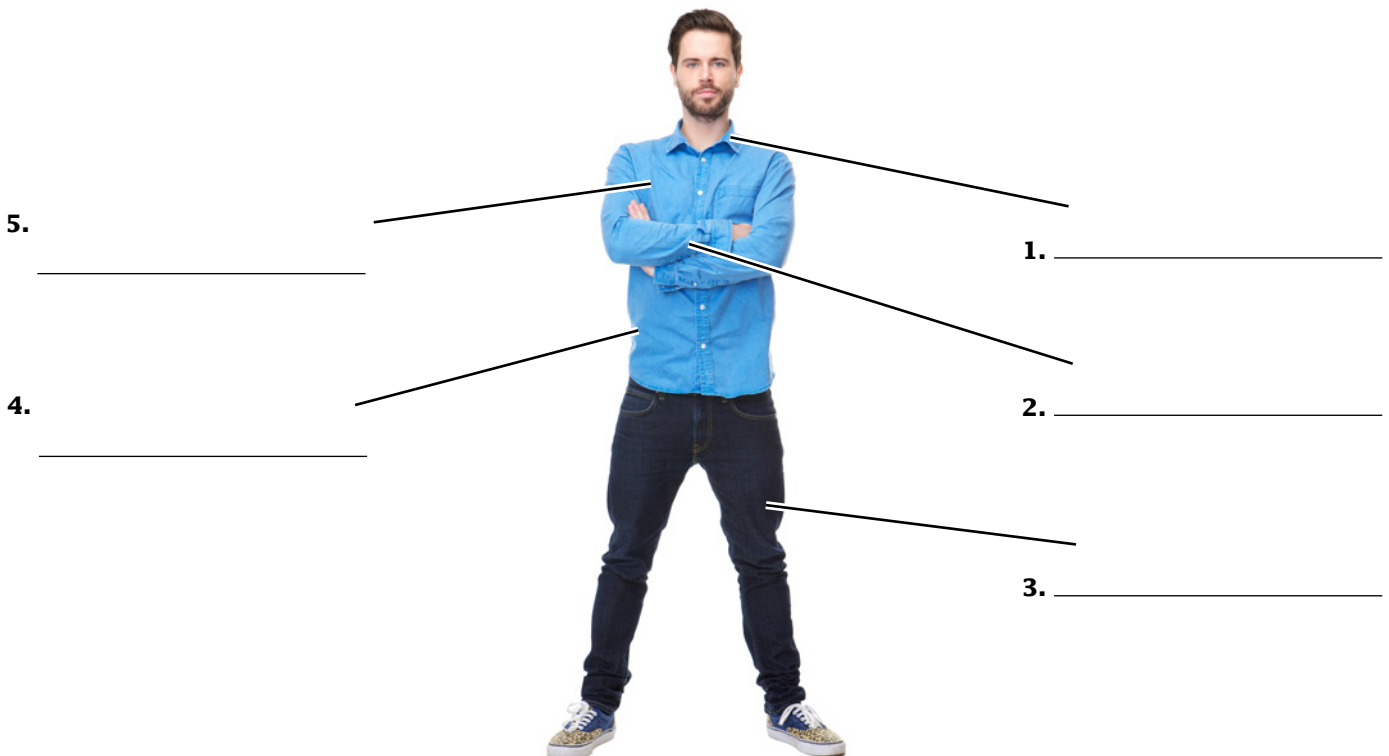
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2 Text

- a. When you're shopping for clothes, it's important to get the right size. You need to check the size for specific parts of the clothes. Look at the picture below and choose the correct names for these parts.

Parts: waist / collar / leg(s) / chest / sleeve(s)



- b. Imagine that you are in a clothes shop. Below, there are four common situations. Decide which situation best describes the short conversations. (For now, don't worry about the missing words.)

- You buy an **item**
- You have a **problem**
- You find an **item** that you like
- You enter the **shop**

Situation 1: _____

Shop assistant: Hello. Can I help you?

Customer: No, thanks. I'm just _____⁽¹⁾.

Shop assistant: Ok. Well, if you need anything, just ask.

Customer: Ok, thanks!

Customer: Have you got any tracksuits?

Shop assistant: Yes, they're in the sportswear _____⁽²⁾ on the second floor.

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Situation 2: _____

Customer: Excuse me, have you got this in another _____⁽³⁾? I need a Medium.

Shop assistant: Yes! I'll get one from the storeroom.

Customer: Excuse me, can I _____⁽⁴⁾ this on?

Shop assistant: Of course! The changing rooms are at the back of the shop, on the left.

Customer: Can I try on these shoes, please?

Shop assistant: Yes, of course! What size do you _____⁽⁵⁾?

Customer: Size nine, please.

(The customer tries on the shoes.)

Shop assistant: How's the size for you?

Customer: Hmm. They're a little tight. Have you got a _____⁽⁶⁾ size?

Customer: Can I try on these trousers, please?

Shop assistant: Sure!

(The customer goes to the changing room and tries on the trousers.)

Shop assistant: How's the size?

Customer: The legs are ok, but the waist is a little loose. Have you got a _____⁽⁷⁾ size?

Shop assistant: How's the size?

Customer: Perfect! I'll _____⁽⁸⁾ it!

Shop assistant: Great! You'll find the cash register near the front door.

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Situation 3: _____

Shop assistant: Hello!

Customer: Hi!

(The customer hands a jacket to the shop assistant.)

Shop assistant: Thanks. Ok, that's thirty-nine ninety-nine, please. Do you need a bag?

Customer: Yes, please.

Shop assistant: Ok, that's ten pence extra for the bag.

Customer: Ok.

Shop assistant: Cash or card?

Customer: Card, please.

Shop assistant: Ok, can you just put your card in the machine and type your PIN please?

Customer: Ok.

Shop assistant: Right. There you go, and your _____⁽⁹⁾ is in the bag.

Customer: Ok, thanks!

Shop assistant: Thank you! Have a nice day!

Customer: You too!

Situation 4: _____

Customer: I'd like to _____⁽¹⁰⁾ this shirt that I bought last week.

Shop assistant: Ok, can I see your receipt please?

Customer: Sure!

(The customer shows the receipt.)

Shop assistant: Right. Would you like a _____⁽¹¹⁾ or do you want to exchange it for another item?

Customer: I want to exchange it for a different item, please.

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Customer: Excuse me, I think there's a problem with the price.

Shop assistant: Oh, why?

Customer: Well, you charged me the full price. But on the rack, it says that there's a twenty percent _____⁽¹²⁾.

Shop assistant: Oh. Well, let me check.
(The shop assistant goes to check the price.)

Shop assistant: I'm so sorry! Yes, I forgot to type in twenty percent off!

Customer: That's ok.

Shop assistant: Can you just put your card in the machine again? Then, I'll refund you.

Customer: Great. Thanks.

- c.** Now read each short conversation again. Fill in the gaps with the 12 words below. If you want, check the glossary for definitions of the highlighted words.

size / bigger / try / smaller / looking / receipt / department / refund / discount / take (x2) / return

Glossary:

storeroom (noun, countable) a room where a shop keeps items until somebody needs them

changing room (noun, countable) a room in a shop in which people can put on clothes before buying them in order to see whether they look good in them

tight (adjective) clothes that are tight and close against your body when you wear them

loose (adjective) loose clothes that are large and do not fit your body tightly

cash register (noun, countable) a machine with containers for holding notes and coins that shows customers in shops how much they have to pay

type (verb, transitive/intransitive) to write letters or numbers using the buttons on a keyboard or a keypad

PIN (noun, countable) personal identification number: a set of four numbers that you put into a machine in order to use your bank card

exchange (verb, transitive) if a shop exchanges something that you bought there, it allows you to change it for something of a similar type or value

rack (noun, countable) an object in a shop where clothes hang, so that customers can look at them and decide if they want to buy them

check (verb, transitive/intransitive) to make certain of something, for example by looking at the information again or by asking someone

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3 Language in Use

a. Choose the correct word or phrase to complete each gap.

- I usually _____ a **size** 42 **shoe**. In the UK, that's a **size** 9. (**use/take/have**)
- These trousers are too big for me! The **legs** are too long, and the waist is very _____. (**loose / tight / small**)
- It's important to try on **clothes**. Sometimes, a **shirt** looks good on the _____ but it doesn't look good when you wear it! (changing room/rack/**discount**)
- Excuse me, I want to pay for this **jacket**. Where can I find the _____? (cash register/PIN/storeroom)
- This **shirt** is a little small for me. The _____ feels very tight around my **neck**! (sleeve/waist/collar)
- I bought this **shirt** last week but it's too small. Can I _____ it for a bigger **size**? (refund/exchange/check)

b. Each dialogue below has ONE mistake. Find it and correct it.

- Customer:** Excuse me, do you got this T-shirt in a **size Large**?
Shop assistant: No, I'm sorry. We only have Small and **Medium**.
- Customer:** Can I try this out please?
Shop assistant: Of course! The changing rooms are on the left.
- Shop assistant:** Can I help you?
Customer: No thanks, I'm just shopping.
- Shop assistant:** How's the **size**?
Customer: It's fine, thanks. I'll buy it!
- Customer:** Hello. I want to refund this **coat** that I bought last week. There's a **problem** with the buttons.
Shop assistant: Oh, sorry about that. Have you got the **receipt**?
- Shop assistant:** That's twenty-four pounds ninety-nine, please.
Customer: Oh really? On the rack, it says that this **item** has a ten percent less.

4 Communication

Work in pairs. Decide who is Student A and who is Student B. Your teacher will give you a card for a role play. Follow the instructions on the card. Then do the same for the second pair of cards.

5 Discuss

Discuss the questions with your classmate:

- In general, do you like going to **clothes shops**? Explain.
- How often do you buy a new **item** of clothing?
- Describe a **clothes shop** that you like, and another that you don't like.
- Do you think it's difficult to work in a **clothes shop**? Explain.

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Further questions:

- Do you buy **clothes** (or **shoes**) online? Explain.
- Have you ever needed to return an **item** of clothing to the shop? Explain.
- In **clothes shops** in your country, is it more common to pay in **cash** or by **card**?
- Describe a time when you bought an **item** of clothing and got a good discount.
- Describe your favourite **item** of clothing that you have. Describe how/where you got this item.

Red Words

card*** cash** chest*** clothes*** coat*** discount** (verb) exchange***
 formal event*** have*** item*** large*** leg*** looking*** loose** medium**
 problem*** receipt** (verb) return*** shoes*** shop*** size*** take***
 tight** wedding***

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Role play 1

Student A: you are the customer	Student B: you are the shop assistant
<p>Phase 1: You enter the shop</p> <p>You want to know where in the shop you can find shirts.</p>	<p>Phase 1: The customer enters the shop</p> <p>You work in a big shop. Listen to the customer and answer his/her question.</p>
<p>Phase 2: You find an item that you like</p> <ul style="list-style-type: none"> - You find a nice shirt, but on the rack, it seems too big/small. Ask for a different size. - You want to try on the shirt – but you need to know where the changing rooms are. - The shirt is still not the right size. Explain why. Again, ask for a different size. - Now the shirt is ok. You decide to buy it. 	<p>Phase 2: The customer finds an item that he/she likes</p> <ul style="list-style-type: none"> - Listen to the customer's question. You need to check in the storeroom to see if there is a different size. - When the customer tries on the item, speak to him/her about the size.
<p>Phase 3: You buy an item</p> <p>You want to pay in cash.</p>	<p>Phase 3: The customer buys an item</p> <ul style="list-style-type: none"> - Tell the customer the price of the item. - Ask if the customer wants a bag (bags cost an extra 25 pence). - Ask if the customer wants to pay in cash or by card. - Give the customer his/her change. - Say goodbye in a nice way.
<p>Phase 4: You have a problem</p> <p>On the rack, it says that the shirt has a 25% discount. But the shop assistant has not included this discount.</p>	<p>Phase 4: The customer has a problem</p> <ul style="list-style-type: none"> - Listen to the customer's problem. - Explain that the price includes the discount – the customer has not understood the price correctly.

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Role play 2

Student A: you are the shop assistant	Student B: you are the customer
<p>Phase 1: The customer enters the shop</p> <p>Ask the customer if he/she needs help.</p>	<p>Phase 1: You enter the shop</p> <p>You just want to look at the clothes, you don't need the shop assistant to help you.</p>
<p>Phase 2: The customer finds an item that he/she likes</p> <ul style="list-style-type: none"> - Listen to the customer's question. You need to check in the storeroom to see if there is a different size. - When the customer tries on the item, speak to him/her about the size. 	<p>Phase 2: You find an item that you like</p> <p>You find a nice pair of shoes. Ask if the shop has them in your size.</p> <p>You want to try on the shoes.</p> <p>The shoes are not exactly the right size. Explain why. Ask for a different size.</p> <p>Now the shoes are ok. You decide to buy them – but you need to know where the cash register is.</p>
<p>Phase 3: The customer buys an item</p> <ul style="list-style-type: none"> - Tell the customer the price of the item. - Ask if the customer wants a bag. (The shop only has paper bags, not plastic. They cost 20 pence.) - Ask if the customer wants to pay in cash or by card. - Say goodbye in a nice way. 	<p>Phase 3: You buy an item</p> <p>You want to pay by card.</p>
<p>Phase 4: The customer has a problem</p> <ul style="list-style-type: none"> - It is now one week later. Listen to the customer's problem. - Ask to see the receipt. - Try to convince the customer to exchange the item for a similar item from the shop. 	<p>Phase 4: You have a problem</p> <p>It is now one week later. The shoes are not very comfortable, so you want to return them. You want the shop to refund your money.</p>